



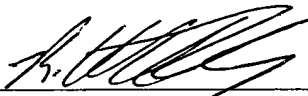
#12B  
5-30-03  
PATENT 108

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee  
Serial No. : 09/203,965  
Filed : December 2, 1998  
For : SYSTEM AND METHOD FOR MANAGING A HOLD  
QUEUE BASED ON CUSTOMER INFORMATION  
RETRIEVED FROM A CUSTOMER DATABASE  
Attorney's Docket : DAVOX-159XX  
Examiner : Deane Jr., W.  
Group Art Unit : 2642

I hereby certify that this correspondence is being sent via facsimile to:  
Honorable Commissioner of Patents and Trademarks, Washington, D.C. on November  
6, 2001 at facsimile no. 703-872-9314.

By

  
R. Anthony Diehl  
Registration No. 38,432  
Attorney for Applicant(s)

AMENDMENT

Commissioner for Patents  
Washington, D.C. 20231

Sir:

The following is being submitted in response to the Office  
Action mailed 07/03/2001. A petition for a one (1) month  
extension of time together with the appropriate fee is submitted  
herewith. In view of the Amendments and Remarks set forth herein,  
Applicant respectfully requests reconsideration of the above-  
captioned application.

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